

# VCSS and Speed Pay

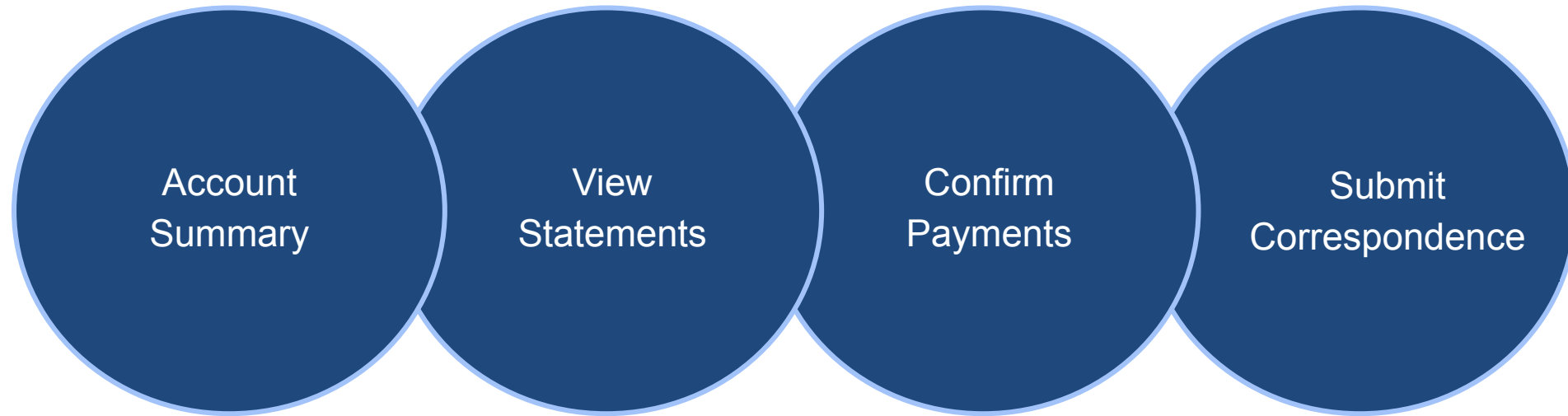
Business Management Division

**Presented by: Ryan Bhangdia & Sarah Winter**  
August 2021

# Session Overview

- Registering your account
- Viewing statements
- Payment Options
- Accounts Receivable
- SpeedPay
- Resources
- Questions

# Accessing and Understanding Your Bill



# Accessing VCSS

vcss.ocfo.gsa.gov

Home | Training | Contact Us | System Requirements

GSA

Vendor and Customer Self Service

Home | Training | Contact Us | System Requirements

- ATTENTION:** VCSS will be unavailable 11:59 p.m. (EST) Tues., Nov. 10, through 8 a.m. (EST) Mon., Nov. 16, due to the BAAR Phase 3 Wave 3.3 Implementation. We apologize for any inconvenience.
- SPEEDPAY AND MILEAGE EXPRESS USERS:** Change Line of Accounting and Document Number before entering month-end mileage. Chargebacks due to inaccurate LOA information will not be accepted. [+ SHOW DETAILS](#)
- Starting in July 2015, email notification will be sent to a customer when a new bill for one of their registered account codes is available in VCSS.
- ATTENTION:** A billing error has occurred in the Vendor and Customer Self Service (VCSS) system for certain GSA Global Supply/Automotive Purchases customers, causing a subset of transactions to appear on separate statements for November (dated 11/4/15). [+ SHOW DETAILS](#)
- RWA:** October 2015 RWA billing statements are now available to be viewed.
- VCSS will only display 999 search results on its web pages. [+ SHOW DETAILS](#)

If you do not do business with GSA as either a vendor or customer, please do not contact GSA to register in VCSS and do not attempt to log in.

System Login

Use this button if you've already registered for access to use VCSS.

*Tip: Be sure to never use the "back" button of your browser while using VCSS.*

Registrations & Access Requests

Use this button if you are a new user to VCSS and need to:

- Register new accounts
- Gain access to existing accounts

Support Request

Use this button to create a request that you be removed from an account, or from VCSS. You can also change account administrator status.

The General Services Administration (GSA) has implemented a Vendor and Customer Self Service (VCSS) system which can be used by both vendors and customers of GSA. VCSS is a web-based application that will allow vendors to create and process their invoices electronically (paperless) and track the status of payments made by GSA, and will allow customers to view billing and payment information.

# Registration

## Account Registration

First viewer must register the account and become the Account Administrator

## Access Requests

Subsequent viewers request access to the existing account

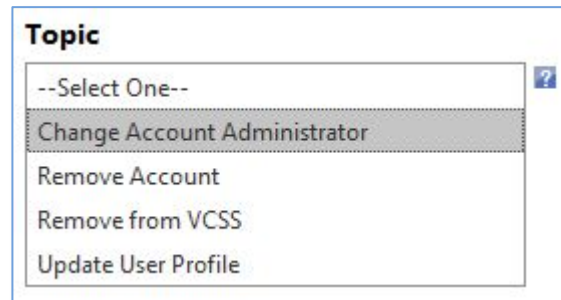
## Administrator Role

Approves and disapproves all access requests

# Changing Account Administrator

The new Account Administrator must be the person to request access to change the role. To do so:

1. Click on the Support Request button.
2. From the Topic box, select “Change Account Administrator.” Have the customer fill out the remaining information on the web form.

A screenshot of a web form's 'Topic' dropdown menu. The menu is open, showing a list of options. The first option is '--Select One--'. The second option, 'Change Account Administrator', is highlighted with a grey background. Below it are three more options: 'Remove Account', 'Remove from VCSS', and 'Update User Profile'. A small blue question mark icon is visible to the right of the dropdown box.

**Topic**

--Select One--

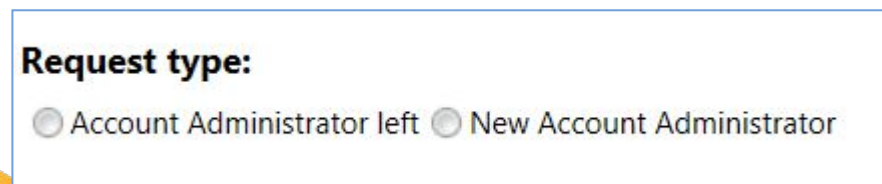
Change Account Administrator

Remove Account

Remove from VCSS

Update User Profile

3. Select the appropriate request type – VERY IMPORTANT

A screenshot of a web form's 'Request type' section. It contains two radio button options. The first option is 'Account Administrator left' and the second option is 'New Account Administrator'. Both radio buttons are currently unselected.

**Request type:**

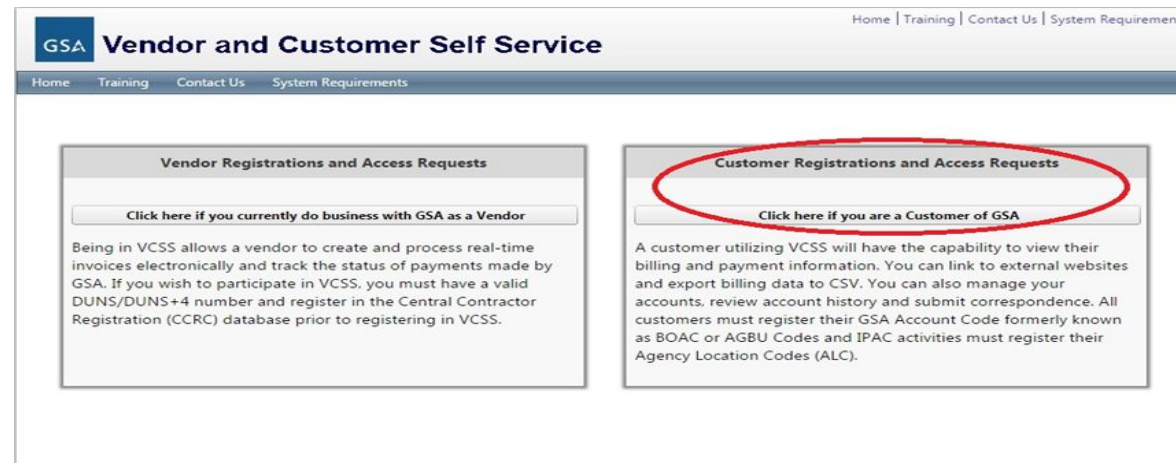
☐ Account Administrator left ☐ New Account Administrator

# Account Registration

1. Click on the Registrations & Access Requests button.



2. Select 'Click here if you are a Customer of GSA'



# Adding Account

- To request access to an existing account, search the BOAC or ALC under 'Access Request'
- To register a new BOAC, complete all information under 'Registration'

The screenshot displays the GSA Vendor and Customer Self Service portal. The main navigation bar includes links for Home, Training, Contact Us, and System Requirements. The page is divided into two main sections: 'New Requests' and 'Accounts'.


**New Requests Section:**

- Access Request:** This section is circled in red. It contains a form titled 'What account(s) would you like access to?'. The form asks for an Account Code (BOAC/AAC) or 8-digit ALC (Agency Location Code) or Agency Name. It includes radio buttons for 'Account Code (BOAC/AAC)' and 'ALC', with example text 'Ex. 12345678' and 'Ex. ABC Agency'. A 'Search' button is located at the bottom right of the form.
- Registration:** This section is also circled in red. It contains a form titled 'What account(s) would you like to register?'. The form asks for an Account Code (BOAC/AAC) or 8-digit ALC (Agency Location Code) and Agency Name. It includes radio buttons for 'Account Code (BOAC/AAC)' and 'ALC', with example text 'Ex. 12345678' and 'Ex. ABC Agency'. A 'Register' button is located at the bottom right of the form. Below the registration form, there is an 'Enter Address' section with fields for Address 1, Address 2, City, State (a dropdown menu), and Zip Code.

**Accounts Section:**

- Access Requests:** This section shows 'There are no accounts added.'
- Registration Requests:** This section shows 'There are no accounts added.'
- A 'Continue' button is located at the bottom of the Accounts section.

# Searching for Account

 **Vendor and Customer Self Service**

Home | Training | Contact Us | System Requirements

Home | Training | Contact Us | System Requirements

New Requests

User Information

Confirm and Submit

Request Complete

Access Request

What account(s) would you like access to?  
Enter an Account Code (BOAC/AAC)/8-digit ALC (Agency Location Code) or Agency Name.  
☒ Account Code (BOAC/AAC) ☐ ALC  Organization

ALC	Account Code	Address Code	Organization	Add
N/A	230	230F	US	<input type="button" value="Add"/>
N/A	230	230	US	<input type="button" value="Add"/>

1

Registration

What account(s) would you like to register?  
Enter an Account Code (BOAC/AAC)/8-digit ALC (Agency Location Code) and Agency Name.  
☐ Account Code (BOAC/AAC) ☒ ALC  Organization

Enter Address

Address 1

Address 2

City

State

Zip Code

Accounts

Access Requests

There are no accounts added.

Registration Requests

There are no accounts added.

# Creating Security Questions

1. In top right corner, click 'Account Maintenance' under your name drop down
2. From the 'Security Question and Answer Page' tab, select your questions and corresponding answers in the case of VCSS logout

Settings Bookmarks User Information Security Question and Answer Page

Save Cancel

To Make Changes Enter Current Password

\* Enter Current Password

1 - 2 of 2 results

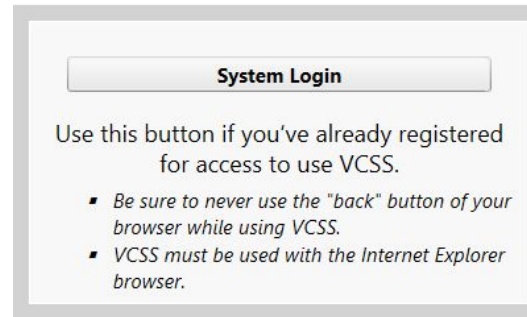
Questions	Answers
What street was your first house on?	*****
What was your first job?	*****
What city was your father born in?	
What was your first phone number?	
What street was your first house on?	
What elementary school did you attend?	
What was the name of your first pet?	
Who is your favorite artist?	



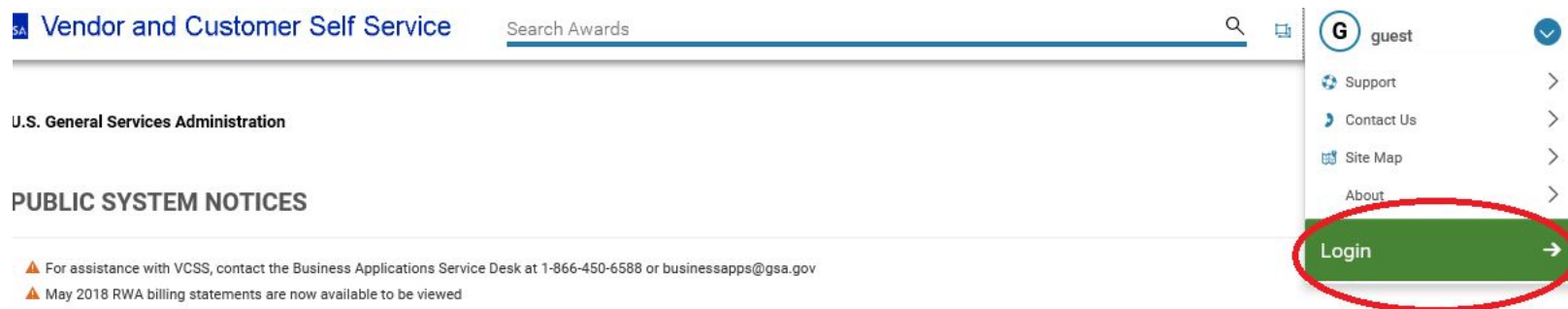
# VCSS LIVE DEMO

# Logging In

1. Visit [vcss.ocfo.gsa.gov](https://vcss.ocfo.gsa.gov)
2. When logging into an account once access is granted, select 'System Login'



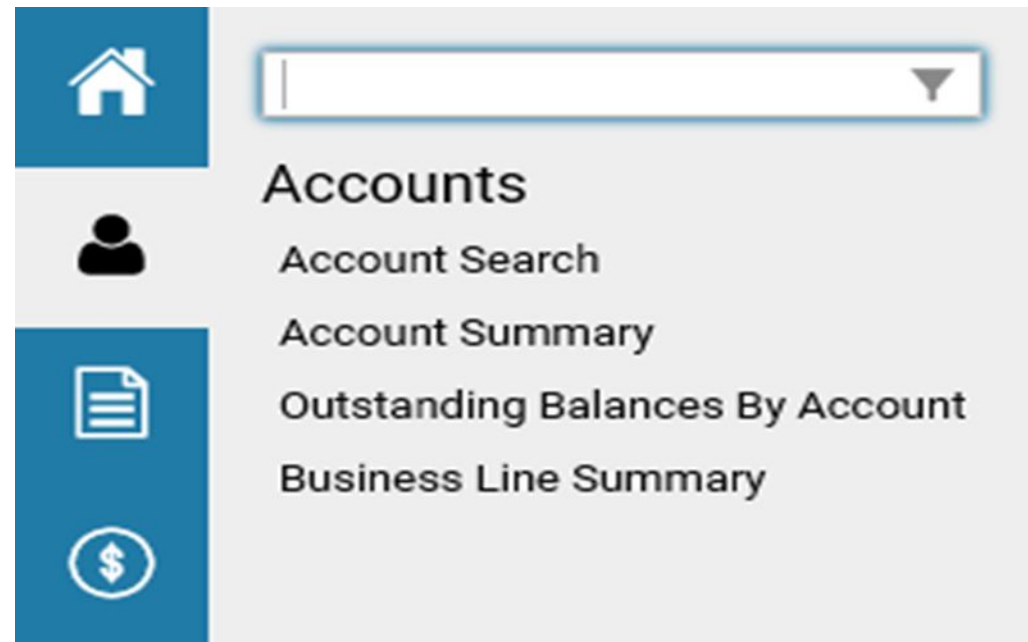
3. Once you reach the 'notices' page, click on the guest drop down to sign into your account



# Search Accounts

## Account Information or Account Search

- If the customer has access to one account, then the Account Information menu option displays first.
- If the customer has access to more than one account, then the Account Search menu option displays first.



# Search Accounts

## Account Search

- Enter Account Code information and click View to see Account Information, Address Information and Users registered under that account code.

**Account Search**

DoDAAC

Account Name

Account Code

Agency

DUNS+4/BPN+4

Bureau

Agency Location Code

Currency

Search

Clear

No results

<input type="checkbox"/> Account Code	DUNS+4/BPN+4	DoDAAC	Account Name	Agency	Bureau	Agency Location Code	Currency
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View

10 per page

Page 1

# Searching for Statements

STATEMENTS

PAYMENTS

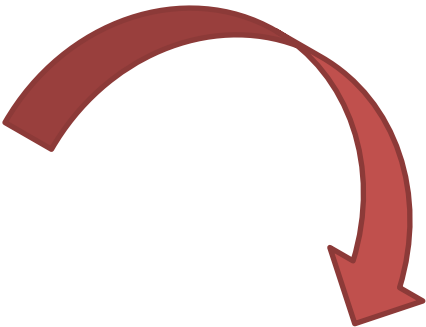
View and Print Statements

Statement Search by Agreement

View Details

Dispute Statement/Details

View Dispute Requests



## Statement Search

Statement Number

Statement Date06/01/2018To06/30/2018

Statement Type

Business LineFleet

Search

Clear

Account

Account Code1\*

DUNS+4 / BPN+4

Agency Location Code

If the Statement contains information for multiple customers, the search results contain the Statement Balance that applies to your customer only.

1 - 10 of 999 results

Statement Number	Statement Date	Business Line	Account Code	Account Name	Total Billed	Paid	Adjusted	Applied Credit	Closed	Outstanding	Outstanding Chargeback
------------------	----------------	---------------	--------------	--------------	--------------	------	----------	----------------	--------	-------------	------------------------

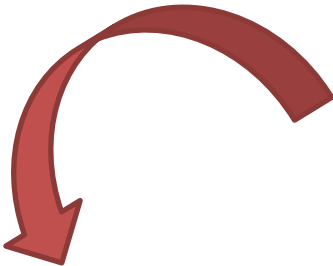
# PDF Version Statement





Once statements are populated, check the radio button next to the statement you would like produced then choose 'View Printed Statement'


Statement Number	Statement Date	Business Line	Account Code	Account Name	Total Billed	Paid	Adjusted	Applied Credit
<input type="radio"/> F01								
<input type="radio"/> F01								
<input type="radio"/> G01								\$8
<input type="radio"/> G01								
<input type="radio"/> G01								\$2
<input type="radio"/> G01								
<input type="radio"/> G01								
<input type="radio"/> G01								
<input checked="" type="radio"/> G01								
<input type="radio"/> G01								

[View](#) [View PDF](#) [View Dunning Notice](#)

# Detailed Excel/CSV Download





Filter 

Statements

View and Print Statements

Statement Search by Agreement


View Details

Dispute Statement/Details

View Dispute Requests



### Detail Record Search



Detail Search Criteria

Statement Number 



Title


Reference ID


Statement Date  06/01/2018 To  06/30/2018


Entry Date  To 


Detail Amount To


Collection Due Date  To 

Business Line  Fleet

Bill Type  IPAC

Record Type 

Disputed 

Account 

DUNS+4 / BPN+4

Account Code

+ Additional Criteria

+ Fleet Search Criteria

+ Rent Search Criteria

+ Supply/Automotive Purchases

Search

Clear

1 - 10 of 999 results

Reference ID	Statement Number	Statement Date	Account Code	Account Name	Business Line	Record Type	Bill Type	Disputed	Payment Due Date	Amount	Vehicle Tag	Vehicle Class
--------------	------------------	----------------	--------------	--------------	---------------	-------------	-----------	----------	------------------	--------	-------------	---------------

# Payments

Home

Payments

View Customer Payments

View Refunds

Account

Calendar

People

Table

Tools

Search

Vendor and Customer Self Service

Search Awards

VCSS / Payments / Customer Payment Search

Customer Payment Search

Payment Number

Title

Debit Voucher Number

Deposit Number

Document Date

Invoice Number

Line Type

Referenced Statement Number

Business Line

Source Number

Collected Amount

Agreement Number

Note: The OA Number is the Alternate Agreement Number.

Account

DUNS+4 / BPN+4

Account Code

Designated Agent

Code

Address Code

Treasury Symbol

ATA

AID

BPOA

EPOA

A

MAIN

SUB

+ Additional Criteria

Search

Clear

No results

Payment Number	Referenced Statement Number	Related Statement Number	Title	Account Code	Account Name	DUNS+4/BPN+4	Business Line	Paid Amount	Line Type	Source Number	Tender Type
----------------	-----------------------------	--------------------------	-------	--------------	--------------	--------------	---------------	-------------	-----------	---------------	-------------

# Correspondence

Return to the VCSS homepage to view the site map

Home

Account

Statements

Financials

Correspondence

Help

Vendor and Customer Self Service

Search Awards

Correspondence

View Account Correspondence

View Statement Correspondence

Create Account Correspondence

Create Statement Correspondence

VCSS / Correspondence / Send Correspondence

Send Correspondence

Attachments

Submit Correspondence

Cancel

Contact Person

\* First Name

Title

\* Last Name

Phone Number

Email Address

joseph.hennessy@

International Phone Number

Account

Account Code

DUNS+4 / BPN+4

Name

Agency

Agency Location Code

Bureau

Correspondence

\* Type Of Correspondence

Communication

\* Subject

\* Correspondence

# Payment Options and Accounts Receivable

# Payment Options

## IPAC

- Automatic payments for Non-DOD accounts
- Pays entirety of GSA Fleet bill regardless of sales code
- Sign up by submitting your Agency Location Code (ALC) to your FSRs for each BOAC/Account Code

## SpeedPay

- Automatic payments for DOD accounts
- Allows military customers to enter information and accounting clarifications to facilitate automation of payment of vehicle invoices

## DFAS

- For DoD Non-IPAC Statements
- Requires manual certification of invoices

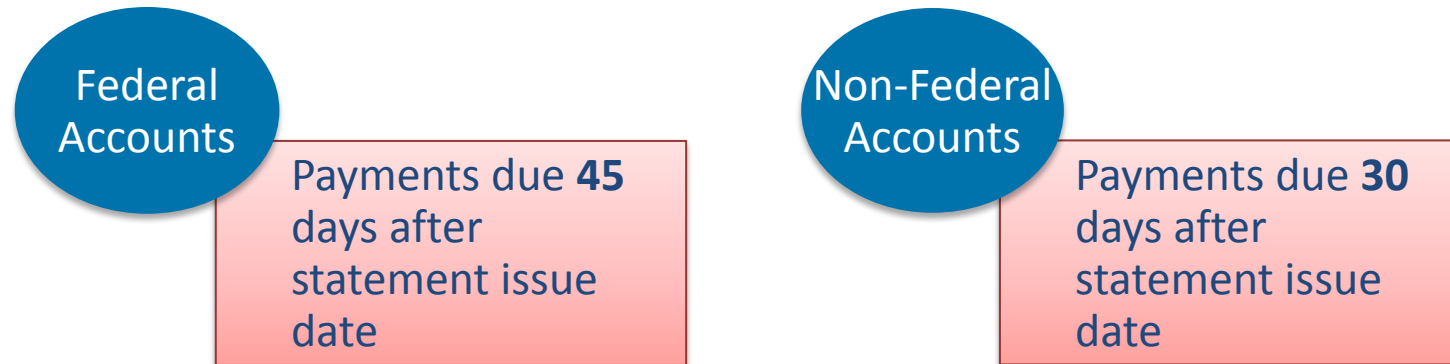
## Check

- Submitted for civilian accounts to make Non-IPAC payments
- Confirm GSA Lockbox address because it may be different on older bills
- **Include the account code & statement number!**

## Pay.Gov

- Daily limit of \$24,999.99
- Payments processed within a few days
- **Include the statement number in the statement or claim number field**

# Accounts Receivable



- To pull outstanding statements:
  - In VCSS choose 'Statements' ☐ 'View and Print Statements'
  - Select view in Excel/CSV and check the following columns:
    - » *Outstanding*: This is an outstanding balance that the customer must pay
    - » *Outstanding Chargeback*: Submit correspondence in VCSS with billing information
    - » *Outstanding Credit*: Submit correspondence in VCSS to confirm how credit should be applied;
      - *The credit may offset an outstanding bill that has a debit balance due*
      - *The credit may be refunded*

# Interest, Penalties, & Administrative Fees

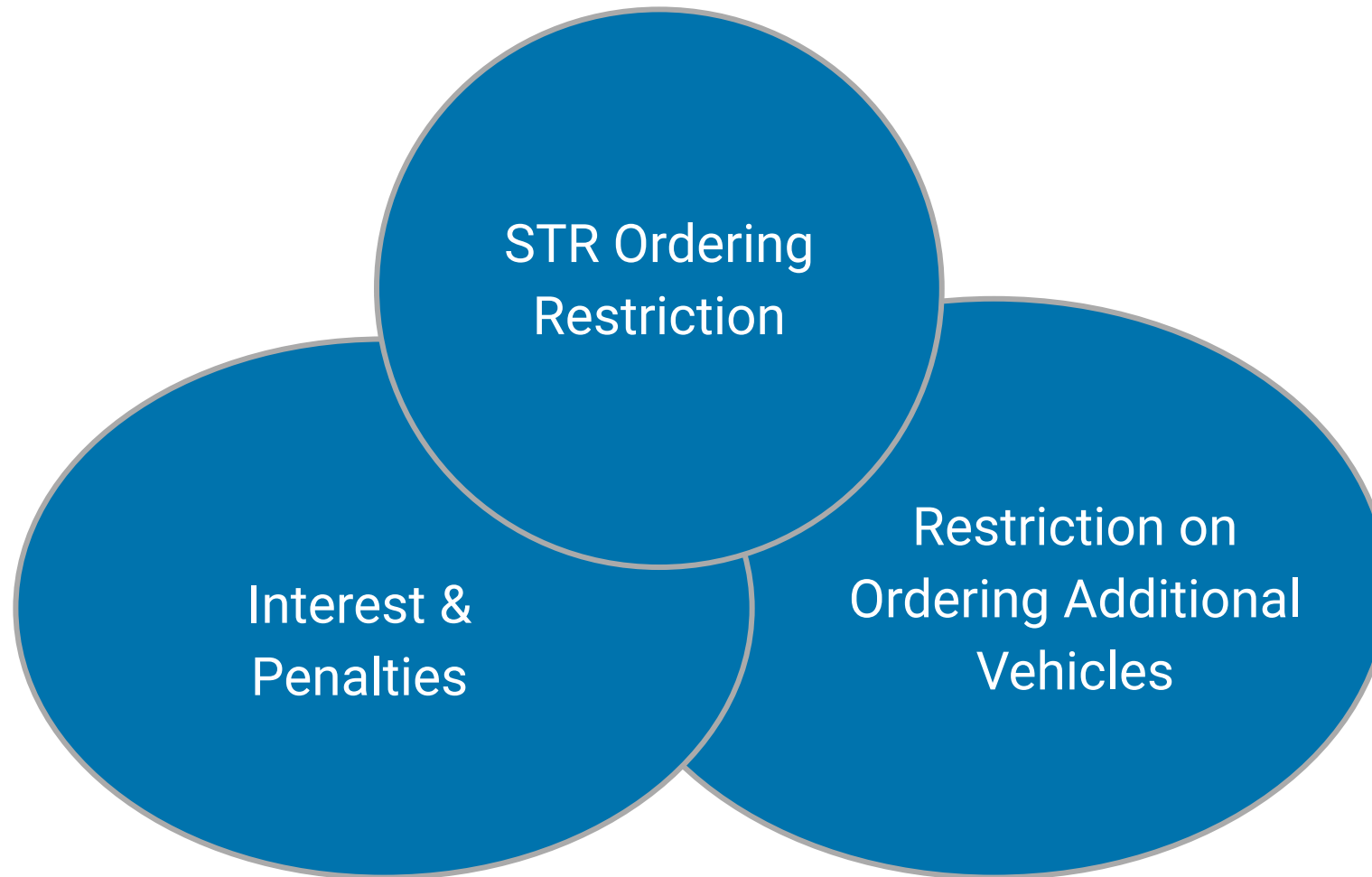


- Rate is set by Treasury
- Interest starts at 30 days after invoice statement date

- Penalty assessed is 6%
- Starts at 60 days after invoice statement date

- Administration fee is \$10/mo
- Starts at 60 days after invoice statement date

# Consequences of Unpaid Bills

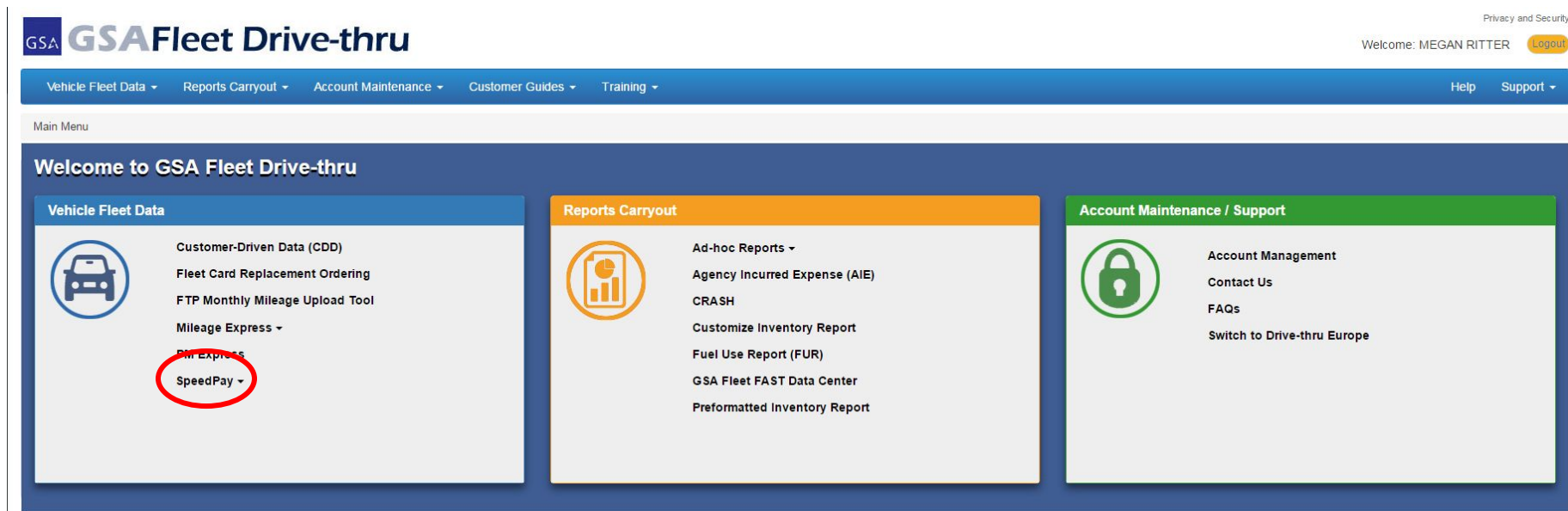


# SpeedPay

- SpeedPay is an application housed in GSA Fleet Drive-thru
- GSA partnered with DFAS to create SpeedPay in order to facilitate billings between GSA Fleet and DoD agencies
- Allows military customers to enter information and accounting classifications that push through automatic payments of vehicle bills

# SpeedPay Access

- Access SpeedPay through GSA Drive-thru:  
Drivethru.gsa.gov
- Once logged in, SpeedPay will show under 'Vehicle Fleet Data' if user has access



# SpeedPay Registration Process

- Log in to Drive-thru account with all customer numbers
- Contact one of the following to update Drive-thru access rights to include SpeedPay

Fleet Service Representative

Agency Fleet Manager

Other Agency Master User

# SpeedPay Registration Process

- A master user has the ability to restrict or un-restrict the range of access for other users
- The master user will use the 'Account Management' screen in order to change a user's SpeedPay access rights

The screenshot displays the GSA Fleet Drive-thru website. At the top, the GSA logo and 'GSA Fleet Drive-thru' text are on the left, and 'Privacy and Security' and 'Welcome: MEGAN RITTER' with a 'Logout' button are on the right. A blue navigation bar contains links for 'Vehicle Fleet Data', 'Reports Carryout', 'Account Maintenance', 'Customer Guides', and 'Training'. Below this is a 'Main Menu' section with three columns. The first column, 'Vehicle Fleet Data', includes links for 'Customer-Driven Data (CDD)', 'Fleet Card Replacement Ordering', 'FTP Monthly Mileage Upload Tool', 'Mileage Express', 'PM Express', and 'SpeedPay'. The second column, 'Reports Carryout', includes links for 'Ad-hoc Reports', 'Agency Incurred Expense (AIE)', 'CRASH', 'Customize Inventory Report', 'Fuel Use Report (FUR)', 'GSA Fleet FAST Data Center', and 'Preformatted Inventory Report'. The third column, 'Account Maintenance / Support', includes links for 'Account Management' (highlighted with a red circle), 'Contact Us', 'FAQs', and 'Switch to Drive-thru Europe'.

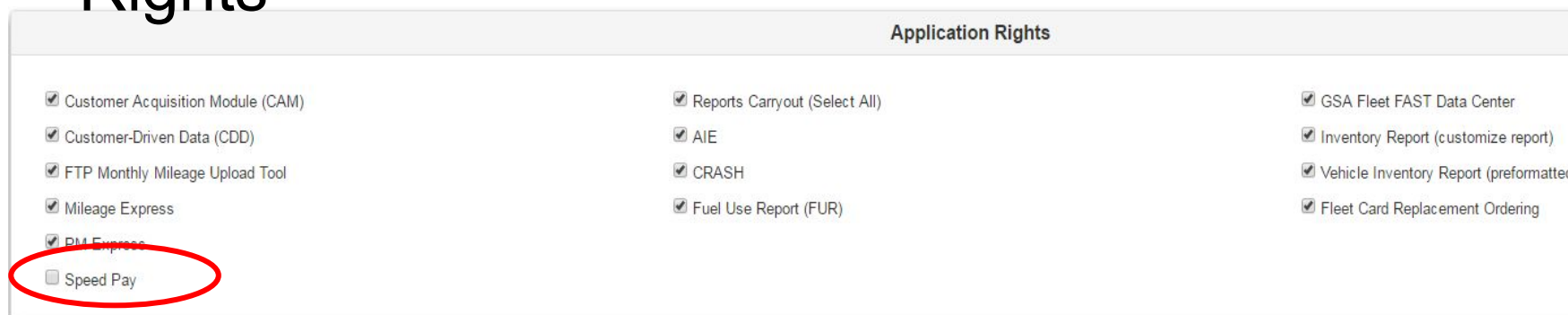
# SpeedPay Registration Process

- Search the requesting user account



A screenshot of a web form for searching user accounts. It features a blue header bar, a 'Last Name:' label with an adjacent text input field, an 'Email:' label with an adjacent text input field, and two blue buttons labeled 'Search' and 'Clear' at the bottom.

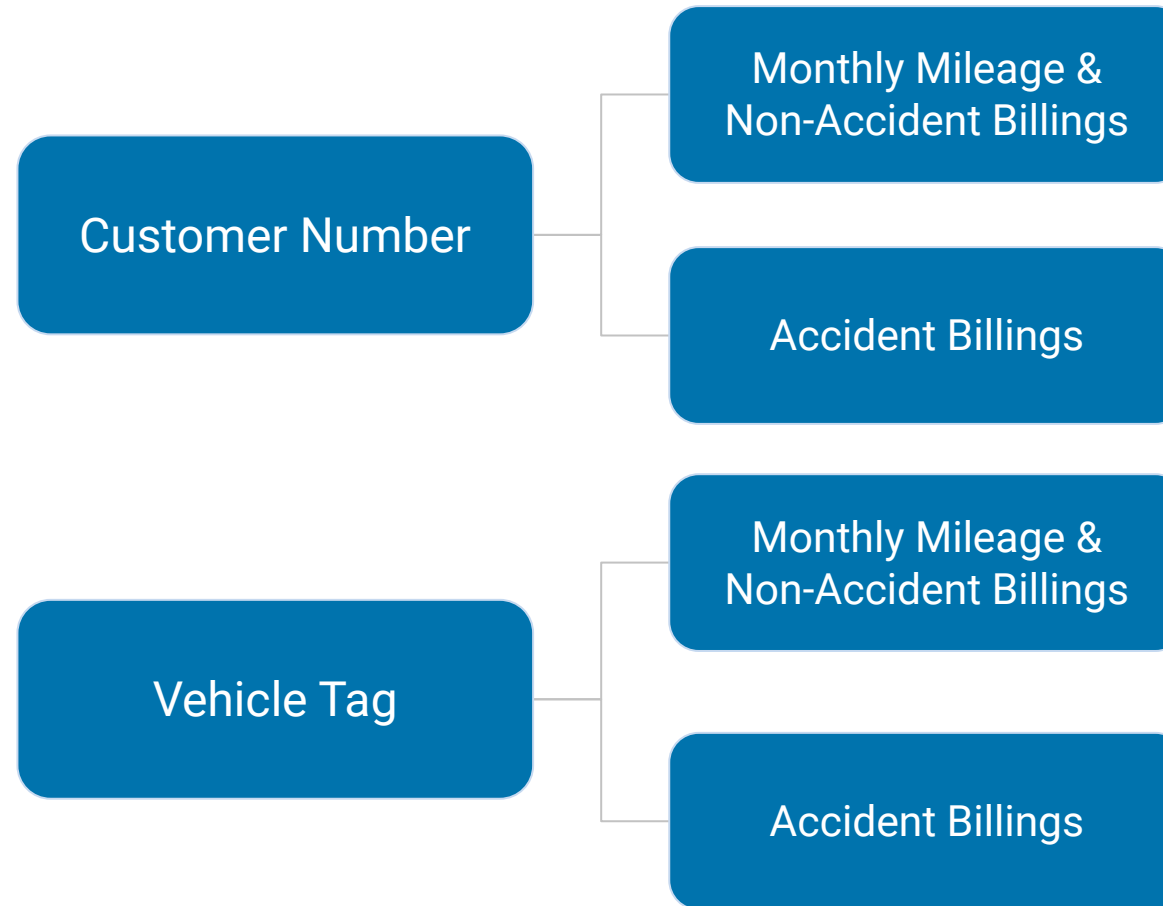
- Add or remove SpeedPay access under Application Rights



A screenshot of the 'Application Rights' configuration page. The page has a title bar 'Application Rights' and a list of application rights with checkboxes. The 'Speed Pay' checkbox is circled in red.

Application Rights		
<input checked="" type="checkbox"/> Customer Acquisition Module (CAM)	<input checked="" type="checkbox"/> Reports Carryout (Select All)	<input checked="" type="checkbox"/> GSA Fleet FAST Data Center
<input checked="" type="checkbox"/> Customer-Driven Data (CDD)	<input checked="" type="checkbox"/> AIE	<input checked="" type="checkbox"/> Inventory Report (customize report)
<input checked="" type="checkbox"/> FTP Monthly Mileage Upload Tool	<input checked="" type="checkbox"/> CRASH	<input checked="" type="checkbox"/> Vehicle Inventory Report (preformatted)
<input checked="" type="checkbox"/> Mileage Express	<input checked="" type="checkbox"/> Fuel Use Report (FUR)	<input checked="" type="checkbox"/> Fleet Card Replacement Ordering
<input checked="" type="checkbox"/> PM Express		
<input type="checkbox"/> Speed Pay		

# Four SpeedPay Input Methods



# Billing Groupings in Mileage Express

## Report Vehicle Mileage

11 vehicles found for customer [REDACTED]

Search for Tag No. G Class Tag Search

Search for Customer Number: [REDACTED] Search

Tag No.	Fund Code	Acct. No. 1	Acct. No. 2	Previous Mileage	Ending Mileage	Days Used	View Rolling Mileage and Days Used	Out
[REDACTED]		[REDACTED]		50099	50355		View	
[REDACTED]		[REDACTED]		58690	59058		View	
[REDACTED]		[REDACTED]		8712	9001		View	
[REDACTED]		[REDACTED]		13304	13389		View	
[REDACTED]		[REDACTED]		43057	43057		View	
[REDACTED]		[REDACTED]		10001	10078		View	

- In Mileage Express within Drive-Thru customers can create Fund Codes in order to group tags in under a customer number
  - Under Fund Code assign tags to a specific character code
  - In VCSS bill, tags will be grouped by Fund Code

# Setting Up Automatic Payments

- Things to note:
  - *“By Customer Number” module is preferred*
  - *If the “By Tag Number” field is blank, it will revert back to the “By Customer Number” field*
  - ***Ensure all data is up to date or blank in order to avoid chargebacks***
  - *If customer clears customer or tag information, it clears ALL information (both customer AND tag)*

# Setting up Automatic Payments

## By Customer Number:

1. Select the Customer Number to update
2. Enter your LOA information to pay your “Monthly Mileage & Non-Accident Billing” or “Accident Billing”
3. Select the “Update” button to load the data into the system.
4. Select the “Refresh” button to refresh your screen to confirm your entry has been accepted.

**Monthly Mileage & Non Accident Billings By Customer Number**

\* Required fields. Symbols are not allowed.

Select Customer Number:

\* Department:

\* Fiscal Year:

\* Approp.:

\* Limit:

\* BCN OBAN ASN:

Supplemental Accounting Data:

\* FSN/AAA/ADSN:

\* Standard Doc Number:

# SpeedPay Mass Update

- GSA Fleet can complete mass updates for customer LOAs
  - The process allows customers to update LOA for all GSA Fleet Drive-thru customer numbers and vehicles from a single point, rather than logging into each customer number
  - Mass updates can only be completed for LOAs BY CUSTOMER NUMBER and only at the start of the fiscal year
- To participate, customers can contact [FleetSpeedPayMassUpdate@gsa.gov](mailto:FleetSpeedPayMassUpdate@gsa.gov) and provide your BOAC(s) or bureau code(s) by **Friday, August 27<sup>th</sup>**

# SpeedPay Mass Update Timeline

Date	Task
August 11 - August 26	Agencies notify GSA they would like to participate in the FY2022 SpeedPay LOA update, and provide their BOAC and/or Bureau Codes.
August 27	Deadline to contact GSA Fleet if you have a need to participate in the program.
August 31 - September 1	GSA sends participating agencies their LOA template (spreadsheet) to complete.
September 2 - September 9	Agencies verify the template contains all Customer Numbers and vehicles, and complete the template with FY2022 LOA information.
September 10	Deadline for agencies to return the completed templates to GSA.
September 13 - September 24	GSA prepares to update LOA information for October 1, 2022. GSA contacts agencies if there are problems with the template or issues are foreseen.
October 1 - October 8	GSA sends confirmation reports to agencies for review. Agencies contact GSA if errors are discovered.

[FleetSpeedPayMassUpdate@gsa.gov](mailto:FleetSpeedPayMassUpdate@gsa.gov)

# Charges not paid automatically via SpeedPay

- Historical Statements
  - SpeedPay LOA will only apply to statements going forward
- Short Term Rentals
  - STR vehicles must be paid manually
- Accident charges (if no LOA is entered)
  - Ensure your LOA is entered for accidents if you would like them to be included. Else, they must be researched in VCSS and paid manually

# Chargebacks

## Common Reasons for Chargebacks:

LOA not Updated at start of FY

Invalid LOA

Bill exceeds Funding

LOA entered by tag number, but only customer number is updated

# Chargebacks

## Review Chargebacks in VCSS under the 'View and Print Statements' window

### Statement Search

Account ☆

Account Code  Agency Location Code

DUNS+4 / BPN+4

If the Statement contains information for multiple customers, the search results contain the Statement Balance that applies to your customer only.

1 - 10 of 999 results

Statement Number	Statement Date	Business Line	Account Code	Account Name	Total Billed	Paid	Adjusted	Applied Credit	Closed	Outstanding	Outstanding Chargeback
○											\$0.00

- Finance must rebill outstanding charged back “G” bills
- The customer should submit correspondence within VCSS
- For Military accounts, the correspondence should include the correct full LOA to rebill.
- Ensure there is sufficient funding to prevent future chargebacks

# Other Things to Note

- Customers can review LOA entered at time mileage/accident was reported under VCSS Statements, 'View Details'
  - Export to Excel, LOA located in column AO

AK	AL	AM	AN	AO			AP	AQ	AR
Agency Loc	Agency Tr	Agreement	Agreement	Articles/Services Description			BBFY	BETC	Bill Date
				1234567891011121314	9876543219876543219876	00 A99 X0	2017		01/06/201
							2017		01/06/201

- Updating SpeedPay/IPAC does *NOT* resolve previous chargebacks and bills
- Customers may still have non-IPAC F bills manually

# Questions?

For questions related to your account and the information in this presentation, please contact your Fleet Service Representative

For questions related to obtaining access or resetting a VCSS password, contact [businessapps@gsa.gov](mailto:businessapps@gsa.gov) or 866-450-6588

For questions regarding your VCSS account, you can contact [KC-Accts-Receiveable.Finance@gsa.gov](mailto:KC-Accts-Receiveable.Finance@gsa.gov) or 816-926-7037.

# Resources



- o PowerPoints
- o Sales code definitions
- o FAQ's
- o User Guide

You may contact your Fleet Service Representative with any additional questions.

- o A Copy of the Presentation at:  
<https://www.gsa.gov/gsa-fleet-training>



Fleet<sup>®</sup>